

PROJECT MANAGER – NEW PRODUCT DEVELOPMENT

Global Compliance Services, a global provider of ethics and compliance solutions to the Fortune 1000, seeks a Project Manager – New Product Development to join our fast-paced Production Services Department, located in our corporate headquarters in the Ballantyne area of south Charlotte. The Project Manager – New Product Development will work with both internal and outsourced development teams, instructional designers, media manager, legal SMEs and other technical staff (both internal and external) to develop web based training for Global Compliance's library of Ethics and Compliance training. The Project Manager – New Product Development will be responsible for creating development processes that ensure streamlined new course development as well as client customization development. The Project Manager – New Product Development will be responsible for creating templates based on the instructional design that allow for repeated builds and standardization across course components.

Founded in 1981, our organization has unparalleled experience in ethics and compliance, having introduced the industry's original compliance reporting hotline. We are providers of customized, global solutions for public and private corporations, colleges, universities, not-for-profit organizations and government entities. We offer products that reinforce an organization's values and promote expected behaviors; telephony and web services for reporting of allegations or incidents; software-based services to manage and investigate cases of misconduct or noncompliance; software-based services for analysis, trending, and reporting to executive management; and services to evaluate and validate compliance with legislation, regulation and organizational practices and procedures.

The following Project Manager – New Product Development position is now available:

RESPONSIBILITIES/DUTIES:

- Completes successfully all assigned projects, leading the customization of established online courses to conform to clients' specific policies and practices
- Capable of handling large workload including multi-tasking to complete many courses for several customers within 30 day development window
- Serves as the primary point of contact for the customer
- Delivering stable, well-performing results on projects varying in complexity and duration
- Collaborating with project teams to make recommendations and propose solutions based on knowledge of Flash's capabilities
- Having a deep respect for, if not a solid understanding of, good design, programming best practices, and emerging web technologies
- Multi-tasking on various projects
- Answering questions from Project Managers with course library questions
- Communicating with a client when necessary to answer course build questions
- Work with Project Manager to document functional and technical requirements for new development projects
- Works with the VP Operations to identify new product development project resources
- Has a keen understanding of the application development process and the requirements a Learning Management System place on course development
- Coordinates with other team members for integration of all courses in the appropriate Global's Learning Management System (LMS), and/or alternative learning vehicles through a keen understanding of the applications and the client's infrastructure

- Manages client expectations through the use of effective communications including kickoff meeting, status reports/updates, sign-offs and change requests
- Exhibits strong decision-making skills to include oral fact finding, successful analysis and identification of issues, good discretionary judgment and decisiveness when taking action
- Identifies and assesses project risk and escalates issues to senior management
- Creates development plans and test courses as needed
- Utilizes several tools for the tracking of project development process including Salesforce and MS Project
- Ensures that customer satisfaction and Global Compliance's standards of excellence are achieved
- Demonstrates positive leadership abilities
- Maintains an atmosphere of respect, trust and fairness among all employees
- Adapts to and works effectively with a variety of situations, individuals and groups
- Participates in appropriate meetings, seminars and in-house training sessions
- Carries out all responsibilities in an honest, ethical and professional manner

MINIMUM QUALIFICATIONS:

- BA/BS in Training/Education, Project Management/Business or Information Technology related fields or relevant experience
- A combination of 3 or more years in Information Technology, and/or Application Development preferred
- Two or more years demonstrated experience in managing or coordinating projects
- Two or more years experience with training and development – experience in technology-enabled learning a plus
- MS Office Suite, Windows
- Strong technical aptitude is required
- Strong customer and results orientation
- Ability to interact effectively at all levels and across diverse cultures
- Ability to function as an effective team member

Global Compliance Services offers competitive salary, full benefits, a pleasant and cooperative working environment, and the opportunity to work for a company that encourages integrity in its employees and customers. To learn more about us, please visit our website at www.globalcompliance.com.

Send resume w/cover letter and salary requirements to GCS-HR, 13950 Ballantyne Corporate Place, #300, Charlotte, NC 28277, or email to jobs@globalcompliance.com. Please include "PM-NPD" in the subject line. Sincere applications should **include salary history/requirements** in a cover message/letter accompanying resume submission.

Global Compliance is an Affirmative Action and Equal Employment Opportunity Employer and encourages diversity in our workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex or national origin.